

# **ANNEX A**

## **MANAGEMENT**

This annex establishes policies and procedures and assigns responsibilities to ensure the effective management of community emergency response section. It provides information on the City emergency management structure, activation of emergency response and recovery procedures, and Emergency Operations Center (EOC) data.

### **OBJECTIVES**

The overall objective of the Management Section is to ensure the coordination of response forces and resources in preparing for and responding to situations associated with natural disasters, technological incidents and human-caused events. Specific events include:

- Overall management and coordination of emergency response and recovery operations, both at the field level and the EOC.
- Determine the need for, and level of, disaster declarations.
- Coordination and liaison with appropriate federal, state, and local government agencies, as well as applicable private sector entities.
- Requesting and allocating resources and other support.
- Establishing priorities among emergency response requirements and adjudicating any conflicting demands for support.
- Activating and utilizing communications systems.
- Preparing and disseminating emergency public information.
- Overseeing community alerting based on Federal Agency Warnings.
- Development of adequate mitigation plans and projects.

### **CONCEPTS OF OPERATIONS**

City emergency response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency.

## **Decentralized Coordination and Direction**

This management mode is similar to day-to-day operations and is employed in Level I responses. The City EOC is not activated.

## **Centralized Coordination - Decentralized Direction**

This mode of operation is employed in Level II responses, characterized by involvement of several departments. Key management level personnel from the principal involved departments operate from the EOC. Typical emergency management activities under this mode include:

- Citywide situation analysis and damage assessment,
- Citywide public information operations,
- Determining resources requirements and coordinating resource requests, and
- Establishment and maintenance of a logistics system.

## **Centralized Coordination and Direction**

This mode is employed in Level III disasters. The City EOC is fully activated, and coordination and direction of response and recovery actions are conducted from the EOC.

## **EMERGENCY PERIODS**

The emergency management organization will ordinarily function within the context of one of the following three periods.

### **Pre-Emergency Period**

During this period, response and recovery resources and equipment are maintained in operable condition; EOPs are periodically exercised and updated; and staff is periodically trained.

### **Emergency Period**

If a disaster occurs, or appears imminent, Police Dispatch Senior will be notified. This person will, in turn, activate all or portions of the City emergency management system. The EOC may be activated, depending on the severity of the situation. A LOCAL EMERGENCY may be proclaimed.

Should an emergency occur without warning, management of the initial response will be in a decentralized mode by on-duty personnel. Centralized management, if required, will be instituted as soon as possible. Initial response efforts will concentrate on the preservation of life and property, situation analysis, and containment. Subsequent actions will focus on care and shelter operations, damage assessment and documentation, and mutual aid request/response. Emergency management staff will consider declaring a LOCAL EMERGENCY and requesting a Gubernatorial declaration of a STATE OF EMERGENCY.

## **Post-Emergency Period**

Post-emergency activities will stress restoration of family autonomy, disaster relief, and situation analysis with a view toward mitigation of future hazards. The EOC will most likely be deactivated, and any proclamations previously made will be terminated or coordinated based on the mitigation and recovery work underway.

## **EMERGENCY MANAGEMENT ORGANIZATION**

The City of San José emergency management organization is headed by the City Manager/Director of Emergency Services, who in turn coordinates with the Citizen Corp Council. The Director of Emergency Services is supported by a staff comprised of city departments organized under the Standardized Emergency Management System (SEMS) and assigned primary and support duties in the Table of Responsibilities, contained in this Annex.

Collectively, the San José emergency management organization has overall responsibility for:

- Organizing, staffing, and operating the EOC;
- Operating communications and alerting systems;
- Public Information Officer (PIO) function;
- Resource management;
- Situation analysis and damage assessment;
- Coordinating mutual aid response and requests; and
- Overall management of emergency response and recovery operations.

## **DIRECTION AND CONTROL**

In an emergency requiring activation of the EOC, or in an emergency requiring response by more than one agency, whether or not the EOC is activated, or in cases where a proclamation of LOCAL EMERGENCY, STATE OF EMERGENCY, or STATE OF WAR EMERGENCY, the following command relationships will apply:

**ELECTED OFFICIALS** – Elected officials play a crucial role in setting policy for emergency management within the City. During an actual event, the City Manager is, by law, the Director of Emergency Services. The City Manager is responsible to carry out the policy established by the Mayor and City Council. The Emergency Operations Plan Basic Plan embodies that policy direction.

During a disaster, the Mayor acts as the City's principal spokesperson, providing information and reassurance to the community through personal appearances, on media outlets, through written communications with the public, and through meetings with officials from others levels of government.

During a disaster, Council Members act as principal information conduits within their districts. If the disaster makes access to City Hall difficult, each Council Member can establish an emergency response location within his or her district to use as an alternative office. This emergency response site enables constituents to have ready access to the Council Member and staff, for sharing with them or receiving disaster information and guidance from them. The Director of the Office of Emergency services will arrange for an amateur radio volunteer from San Jose Radio Amateurs in Civil Emergency Service (RACES) to be at the selected emergency response location to provide a direct link between the Mayor or Council Members and the City's Emergency Operations Center. Council Members also act as spokespersons within their districts, and with the media during events occurring within their districts. The Council Members and their staff will coordinate with the Mayor's Public Information officer as needed.

Within the Emergency Operations Center, the City Manager acts as the Management Section Chief. The Management Section Chief or designee will share information at regular intervals with the Mayor and Council Members to ensure timely communication of updated information regarding the disaster and to answer any questions the Mayor or Council members or their staff might have. The Mayor or designee will inform Council Members of relevant information the Mayor's Office has regarding the emergency throughout the incident. The Emergency Public Information Officer and the Mayor's Public Information Officer or designee will coordinate and handle incoming media requests and prepare statements. Together, the Emergency Public Information Officer and the Mayor's Public Information Officer will support any Council Member who is asked to meet with the media.

## **EMERGENCY OPERATIONS CENTER LINE OF SUCCESSION: Activation Level One through Level Two**

	<b>Initial Shift</b>	<b>Second Shift</b>
Director of Emergency Services	Les White	Jim Helmer
Asst. Director of Emergency Services	Kay Winer	Ed Shikada
Community Relations	Mark Linder	Jane Light
Emergency Services Coordinator	Kimberly Shunk	Dana Reed
EPIO	Tom Manheim	Lindsey Wolf
City Hall Liaison	Deanna Santana	Nadine Nader
Operations Chief	Darryl Von Raesfeld	Nick Thomas
Fire/Rescue	On Duty Deputy Chief	On Duty Deputy Chief
Law Enforcement	Rob Davis	Tuck Younis
Care and Shelter	Albert Balagso	Joe Cardinalli
Construction & Engineering	Katy Allen	Dave Sykes
Communications	Police Sr. Dispatcher	Police Sr. Dispatcher
RACES	Bob Steinberg	Chris Swartout
Plans/Intelligence Chief	Joe Horwedel	Laurel Prevetti
Damage Assessment	Dennis Richardson	Bob Stevens
Situation Analysis	Stan Ketchum	Michael Bills
Logistics Chief	Peter Jensen	Randy Turner
Finance Chief	Scott Johnson	Julia Cooper
IT	Randy Murphy	Steve Turner

MANAGEMENT SECTION CHIEF - The Director of Emergency Services, who is the City Manager, or designated alternate. This individual is responsible for overall incident/citywide coordination and management of the response effort. Most likely base of operations will be the EOC. Staff officers assigned to the primary/alternate EOC, and the SEMS organization will support the Director.

EOC COORDINATOR - Director of Emergency Preparedness, or designated alternate. This individual's responsibilities will include the management and supervision of the administrative functions of the EOC. This individual is responsible for maintaining the operational readiness of the primary and alternate EOC facilities and staffs.

ON-SCENE MANAGEMENT - The City of San José subscribes to and utilizes the Incident Command System (ICS). Generally, the San José Police Department will provide Incident Commanders (ICs) for:

- Bomb Threats/Bombs Found
- Crime Scenes
- Civil Disturbances
- Evacuation Operations (other than hazardous materials caused)
- Search and Rescue Operations (Other than disaster caused)
- Transportation Accidents (City Streets Only)
- Traffic Control Operations

San José Fire Department will provide ICs for:

- Terrorism events involving chemical, biological, nuclear or radiological materials or exploded materials
- Fire Suppression Operations
- Hazardous Material Incidents, including evacuation operation
- Urban Search and Rescue Operations
- Heavy Rescue Operations
- Radiological Accidents
- Earthquake Overall Response
- Flood Incidents
- Multiple Casually Incidents

In some instances, City authority may be pre-empted by state or federal authority. In those instances, City government will act directly under the authority of the duly authorized representative of the state or federal government.

## **MUTUAL AID REGION EMERGENCY MANAGEMENT**

San José is located in State OES Coastal Region and Region II for Mutual Aid purposes. State OES Coastal Region has staff support available from State OES and other state agencies. The Coastal Region Office also serves as a Regional EOC when necessary. The primary mission of the Coastal Region emergency management organization is to support City and Operational Area response and recovery operations, and to coordinate Mutual Aid Regional response and recovery operations.

## **EMERGENCY OPERATIONS CENTER**

The City of San Jose Emergency Operations Center (EOC) is located on the fourth floor of the Public Safety Communications Center. During the evening hours and on weekends and holidays, keys to the EOC are available:

- Through Systems Control in the Dispatch Center;
- From the Police Watch Commander (3rd floor, Communications Center).

Instructions for activating the EOC are kept within the entrance to the EOC Operations Room.

If an emergency situation is too large to be coordinated from the field, or if a major disaster occurs, the Department Head who is Incident Commander or the Management Section Chief orders the activation of the EOC. The EOC provides a place where emergency operations can be centralized for better communication. The Center has tables, phones, FAX, radios, computers, maps, reference documents, operating procedures, and office supplies.

If the Emergency Operations Center is unusable, the Alternate EOC will be used. Mobile radios, phones and computers will permit re-location of the EOC to any appropriate location if circumstances dictate.

## MATRIX OF RESPONSIBILITIES

### EMERGENCY FUNCTIONS OF CITY DEPARTMENTS

<b><u>FUNCTION</u></b>	<b><u>PRINCIPAL</u></b>	<b><u>SUPPORT</u></b>
<b>Management Section Chief</b>	Manager	
Assistant Management Section Chief	Manager	
EOC Coordinator	Manager/OES	ESD Fire
Administrative Support	Manager	
City Hall Liaison	Manager	
Community Relations Officer	Manager	ESD DOT
Emergency PIO	Manager	Airport ESD Fire Police
Legal Advisor	City Attorney	
Liaison Officer	Manager	
Safety Officer	Employee Services	Employee Relations
Security Officer	Police	
<b>Operations Section Chief</b>	Fire/Police	Police Fire PW DOT ESD
Care and Shelter	PRNS	American Red Cross Housing



**Matrix of Responsibilities  
Emergency Functions by City Department**

<b><u>FUNCTION</u></b>	<b><u>PRINCIPAL</u></b>	<b><u>SUPPORT</u></b>
Care and Shelter	PRNS	GS ESD Library PB&CE Police PW DOT
Communications	Police Dispatch	Fire Dispatch PW PB&CE RACES
Construction Engineering	Public Works	DOT SCVWD ESD Airport
Coroner Liaison	Police	GS DOT
Fire and Rescue <ul style="list-style-type: none"> <li>▪ Fire Operations</li> <li>▪ HazMat</li> <li>▪ Medical</li> <li>▪ Search and Rescue</li> </ul>	Fire	GS PW DOT ESD
Law Enforcement	Police	Airport Attorney ESD GS PB&CE PW
Medical Liaison	Fire	

**Matrix of Responsibilities  
Emergency Functions by City Department**

<b><u>FUNCTION</u></b>	<b><u>PRINCIPAL</u></b>	<b><u>SUPPORT</u></b>
Message Center	RACES	City Clerk Library
Public Health Liaison	ESD	PB&CE GS
<b>Planning/Intelligence Section Chief</b>	PB&CE	ESD
Situation Analysis	PB&CE	DOT Fire IT Library Police PW
Damage Assessment	PB&CE	DOT Finance Fire GS Housing IT Police (Info Only) PW RDA
Recovery	PB&CE	DOT ESD Housing PW
<b>Logistics Section Chief</b>	GS	IT
Facilities	GS	PRNS

**Matrix of Responsibilities  
Emergency Functions by City Department**

<b><u>FUNCTION</u></b>	<b><u>PRINCIPAL</u></b>	<b><u>SUPPORT</u></b>
Information Technology	IT	Fire Police
Housing (temporary)	Housing	GS PB&CE RDA
Procurement	GS	Finance
Transportation	GS	DOT Airport Police VTA
Utilities	PW	ESD Fire Police
<b>Finance/Admin. Section Chief</b>	Finance	Auditor IT Manager/Budget

## **EOC ACTIVATION**

Determine if the EOC should be activated:

- Authorization from City Manager or request from Incident Commander (IC).

If so -

Instruct Police Dispatch Senior to initiate alert/recall procedures for key personnel.

Instruct the OES staff during working hours, or Police BFO after hours to:

- Initiate EOC setup procedures,
- Arrange for additional phone hookup in the EOC auxiliary rooms,
- Make feeding and housing arrangements for EOC staffers, and
- Make arrangements for the activation and release of emergency response personnel and provide for (24-hour) staffing of emergency response jobs (EOC staff, emergency support services, shelter teams, etc.).

Once EOC staff has been assembled, conduct an initial Action Planning briefing, situation overview, and EOC orientation. Conduct periodic Action Planning briefings throughout the emergency.

Poll the Situation Analysis section in the EOC to determine the nature, scope, and severity of the incident(s). Information thus obtained will influence decisions regarding emergency declarations and proclamations, requests for mutual aid, evacuation, and other vital considerations. Therefore, pay particular attention to:

- Nature of the emergency(s)
- Multiple incidents
- Areas of the City affected or threatened
- Containment potential
- Fatalities and injuries
- Damage assessment figures expressed in dollar amounts

Determine the need to activate the public alerting system.

Use Disaster Accounting procedures.

Coordinate all media releases and EPIO Action Plans through the Management Section Chief and the Assistant Management Section Chief.

The Management Section Chief may proclaim a local emergency. A sample proclamation is included at the end of this checklist.

A Gubernatorial or Presidential declaration may also be requested using the appropriate form. Obtain City Council confirming action at the next City Council meeting within seven days.

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY

WHEREAS, Title 8, Chapter 8.08, Part 2, Section 808.210 of the Municipal Code of the City of San Jose empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity and the City Council is not in session: and

WHEREAS, the Director of Emergency Services of the City of San José does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within said city caused by \_\_\_\_\_commencing on or  
(fire, flood, storm, epidemic, riot, earthquake, or other cause)  
about \_\_\_\_\_.m. on the \_\_\_\_day of \_\_\_\_\_, 20 \_\_\_\_; and

That the City Council of the City of San José is not in session, and cannot immediately be called into session;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout said city; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this city shall be those prescribed by state law, by ordinances and resolutions of this city, and by the City of San José Emergency Plan, as approved by the City Council on \_\_\_\_\_.

Dated: \_\_\_\_\_

By:\_\_\_\_\_

Director of Emergency Services  
City of San José

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE  
RATIFYING THE PROCLAMATION OF EXISTENCE OF A LOCAL EMERGENCY ISSUED BY  
THE DIRECTOR OF EMERGENCY SERVICES AND FURTHER PROCLAIMING THE CONTINUED  
EXISTENCE OF THE EMERGENCY

WHEREAS, Title 8, Chapter 8.08, Part 2, Section 8.08.210 of the Municipal Code of the City of San Jose empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity, and the City Council is not in session, subject to ratification by the City Council within seven (7) days; and

WHEREAS, conditions of extreme peril to the safety of persons and property have arisen within said city, caused by \_\_\_\_\_;  
(fire, flood, storm, epidemic, riot, earthquake, or other cause)  
commencing on or about \_\_\_\_\_ .m. on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_;  
at which time the City Council of the City of San Jose was not in session; and

WHEREAS, said City Council does hereby find that the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency; and

WHEREAS, the Director of Emergency Services of the City of San Jose did proclaim the existence of a local emergency within said city on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_;

NOW, THEREFORE, the City Council of San Jose does hereby:

1. Ratify and confirm the proclamation of existence of a Local Emergency, as issued by the Director of Emergency Services for the City of San Jose; and
2. Proclaim the continued existence of the Local Emergency and order that such Local Emergency shall be deemed to continue until its termination is proclaimed by the Council of the City of San Jose.

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by the following vote:

AYES:  
NOES:  
ABSENT:

\_\_\_\_\_  
Mayor

ATTEST:

\_\_\_\_\_  
City Clerk

NOTE: The governing body must review the need for continuing the local emergency, at least every 14 days, until the local emergency is terminated and must proclaim the termination of the local emergency at the earliest date that conditions warrant. (California Government Code Section 8630.)

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE  
PROCLAIMING A LOCAL EMERGENCY

WHEREAS, Title 8, Chapter 8.08, Part 2, Section 8.08.210 of the Municipal Code of the City of San Jose empowers the City Council to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity; and

WHEREAS, said City Council has been requested by the Director of Emergency Services of said city to proclaim the existence of a local emergency therein; and

WHEREAS, said City Council does hereby find:

That conditions of extreme peril to the safety of persons and property have arisen within said city, caused by \_\_\_\_\_;  
(fire, flood, storm, epidemic, riot, earthquake, or other cause)  
commencing on or about \_\_\_\_\_ .m. on the \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_; and

That the aforesaid conditions of extreme peril warrant and necessitate the proclamation of the existence of a local emergency;

NOW, THEREFORE, the City Council of San Jose does hereby:

1. Proclaim that a local emergency exists throughout the City of San Jose; and,
2. Further proclaims and orders that during the existence of said local emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of this city shall be those prescribed by state law, by charter, ordinances, and resolutions of this city, and by the City of San Jose Emergency Plan, as approved by the City Council on \_\_\_\_\_, 20\_\_\_\_.
3. Proclaims and orders that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of San Jose.

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by the following vote:

AYES:  
NOES:  
ABSENT:

\_\_\_\_\_  
Mayor

ATTEST:

\_\_\_\_\_  
City Clerk

NOTE: The governing body must review the need for continuing the local emergency, at least every 14 days, until the local emergency is terminated and must proclaim the termination



of the local emergency at the earliest date that conditions warrant. (California Government Code Section 8630.)

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE  
REQUESTING STATE DIRECTOR, OFFICE OF EMERGENCY SERVICES,  
CONCURRENCE IN LOCAL EMERGENCY

WHEREAS, on \_\_\_\_\_, 20\_\_\_\_, the Council of the City of San Jose found that due to \_\_\_\_\_  
(heavy rains, windstorms, floods or other causes)  
a condition of extreme peril to life and property did exist in the City of San Jose during the period of \_\_\_\_\_ to \_\_\_\_\_; and

WHEREAS, in accordance with state law the Council now declares an emergency does exist throughout said city;

NOW, THEREFORE, IT IS HEREBY DECLARED AND ORDERED that a copy of this declaration be forwarded to the State Director of the Office of Emergency Services with a request that he find it acceptable in accordance with provisions of the State Natural Disaster Assistance Act; and

IT IS FURTHER RESOLVED that \_\_\_\_\_,  
(Name)  
\_\_\_\_\_, is hereby designated as the authorized  
(Title)  
representative of the City of San Jose for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state assistance.

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by the following vote:

AYES:  
NOES:  
ABSENT:

\_\_\_\_\_  
Mayor

ATTEST:

\_\_\_\_\_  
City Clerk

(Attach a list of damaged Public Facilities showing location and estimated cost of repair.)

NOTE: This declaration of local emergency must be made within 10 days of the disaster occurrence in order to qualify for assistance under the State Natural Disaster Assistance Act.

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE  
REQUESTING GOVERNOR TO PROCLAIM A STATE OF EMERGENCY

WHEREAS, on \_\_\_\_\_, 20\_\_\_\_, the Council of the City of San Jose found that due to \_\_\_\_\_  
(heavy rains, windstorms, floods or other causes)  
a condition of extreme peril to life and property did exist in the City of San Jose; and

WHEREAS, in accordance with state law the Council declared an emergency did exist throughout said city; and

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY DECLARED AND ORDERED that a copy of this declaration be forwarded to the Governor of California with the request that he proclaim the City of San Jose to be a state of emergency; and

IT IS FURTHER RESOLVED that \_\_\_\_\_,  
(Name)  
\_\_\_\_\_, is thereby designated as the authorized  
(Title)  
representative for public assistance and \_\_\_\_\_,  
(Name)  
\_\_\_\_\_, is hereby designated as the authorized  
(Title)  
representative for individual assistance of the City of San Jose for the purpose of receipt, processing, and coordination for all inquiries and requirements necessary to obtain available state and federal assistance.

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by the following vote:

AYES:  
NOES:  
ABSENT:

\_\_\_\_\_  
Mayor

ATTEST:

\_\_\_\_\_  
City Clerk

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE  
PROCLAIMING THE TERMINATION OF LOCAL EMERGENCY

WHEREAS, a local emergency presently exists in the City of San Jose in accordance with the proclamation thereof by the City Council on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, (or by the Director of Emergency Services on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, and ratified and executed by the City Council on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,) as a result of conditions of extreme peril to the safety of persons and property caused by

\_\_\_\_\_; and  
(fire, flood, storm, epidemic, riot, earthquake, or other cause)

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of the normal protective services, Employee Services, equipment, and facilities of and within said City of San Jose;

NOW, THEREFORE, the City Council of San Jose does hereby:

1. Proclaim the termination of the local agency of the City of San Jose.

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by the following vote:

AYES:

NOES:

ABSENT:

\_\_\_\_\_  
Mayor

ATTEST:

\_\_\_\_\_  
City Clerk

## **ALERTING AND WARNING**

### **National Warning System (NAWAS)**

NAWAS is a dedicated wire-line system that provides two-way voice communications between federal Warning Centers, state's Warning Points, and local Warning Points. The system in California consists of four elements:

- NAWAS, Federal—California link
- NAWAS, State-County Warning Points circuits
- County-City warning systems
- Local warning devices and systems

### **NAWAS-Federal**

The system is activated from two federal facilities, located in Colorado Springs, Colorado, and Olney, Maryland.

### **NAWAS-California**

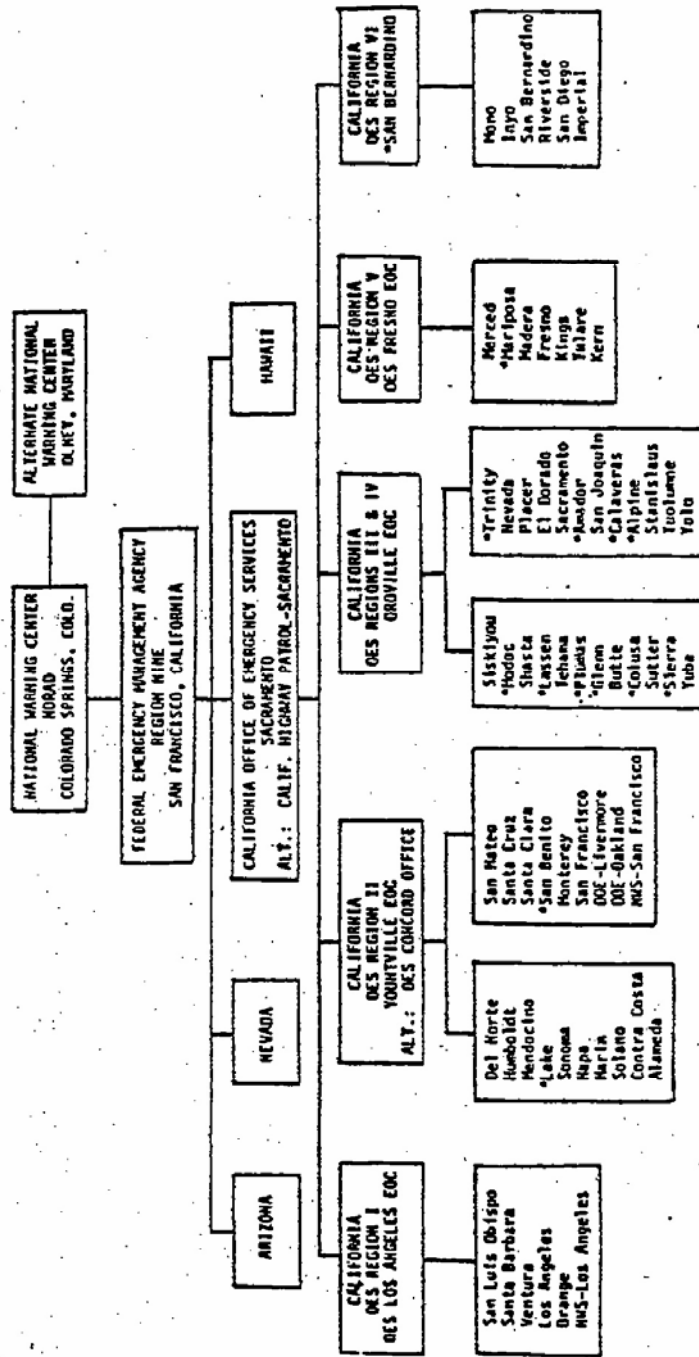
California ties into the national system with a primary dropout at OES Headquarters in Sacramento. Circuits then extend to 46 county warning points (see chart on next page). California Highway Patrol Headquarters in Sacramento serves as the alternate State Warning Point.

Both federal and state circuits are monitored 24 hours a day at OES Headquarters, the alternate state Warning Point, and each county warning point.

### **County Warning System**

The siren system has been dismantled in Santa Clara County. The Emergency Alert System will be used to contact the public in an effected area.

CALIFORNIA PORTION, NATIONAL WARNING SYSTEM (NWS)



\*Proposed

## **Dissemination of Attack Warnings**

The Federal Warning Centers disseminate warning information to state Warning Points over NAWAS. State Warning Points disseminate the information they receive over NAWAS to the local Warning Points. In addition, state agency radio systems, teletype and telephone circuits are used ensuring maximum dissemination. Each local Warning Point further disseminates the warning over local Public Safety communications channels. Santa Clara County disseminates information, under the authority of the Sheriff's Watch Commander to other jurisdictions and the media through the systems described above.

Based on the information received from the county Warning Point, the Director of Emergency Services, or designated alternate, in conjunction with the Emergency Services Council, will decide whether or not to issue a warning order to the general populace. In that instance, police, fire, and public services vehicles, utilizing loudspeakers and sirens will circulate throughout the city, disseminating the warning. Other resources available for dissemination of the warning order are the radio, television, and volunteer door-to-door canvassers.

Special warning requirements include warning special locations, such as schools, hospitals, nursing homes, major industries, institutions, and places of public assembly, as well as warning the hearing impaired and non-English speaking groups. (See Attachment 1 of this Annex for a list of special warning requirement sites.)

## **Alerting and Warning Signals**

### **Attention-Alert Signal**

Three to five minute steady tone. Indicates that an emergency exists or is imminent. Citizens should listen to radio or television to receive information.

### **Attack Warning Signal**

Three to five minute wavering tone, or a short series of blasts. Denotes detection of an actual attack on the United States. Citizens should implement protective measures and tune radios to EBS.

## **Alerting and Notification of Key Employees**

Systems Control will notify Key Employees of an impending or actual emergency, as well as activation of the EOC. Dispatchers have access to a current list of home telephone numbers and alternate numbers to be utilized during non-business hours. Alert and recall phone trees are maintained by each City department assigned a response and recovery mission.

This system will also be utilized to alert/notify/recall government officials when emergency situations requiring public warning occur at industrial sites that use, produce, or store hazardous materials; geothermal sites; power plants and dams.

**SITES WITH SPECIAL WARNING REQUIREMENTS**

<b><u>FACILITY</u></b>	<b><u>ADDRESS</u></b>	<b><u>PHONE NUMBER</u></b>
Agnews Developmental Center	3500 Zanker Road San Jose, CA 95134-2299	(408) 451-6000
Regional Medical Center of San Jose	225 N. Jackson at McKee San Jose, CA 95116	(408) 259-5000
Good Samaritan Hospital	2425 Samaritan Drive San Jose, CA 95124	(408) 559-2011
Kaiser Santa Teresa Medical Center	260 International Circle San Jose, CA	(408) 972-3000 (408) 972-7000
O'Connor Hospital	2105 Forest Avenue San Jose, CA 95128	(408) 947-2500
Santa Clara Valley Medical Center	751 South Bascom Avenue San Jose, CA 95128	(408) 299-5100



# **Generic Checklist**

## **(For All Positions)**

### **Activation Phase:**

- Check in with the Personnel Unit (in Logistics) upon arrival at the San Jose EOC.
- Report to Management Section Chief, Section Chief, Branch Coordinator, or other assigned Superior.
- Set up workstation and review your position responsibilities.
- Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure RIMS (Response Information Management System) is operational.

### **Demobilization Phase:**

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.

Leave a forwarding phone number where you can be reached.

# Management Section Chief

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## Responsibilities:

1. Establish the appropriate Staffing level for the City of San Jose EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the coordination between Emergency Response Agencies within the City. In conjunction with the general staff, set priorities for response efforts. Ensure that all City agency actions are accomplished within the priorities established.
3. Ensure that Inter-Agency Coordination is accomplished effectively within the City EOC.

## Activation Phase:

- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the City EOC.
- Respond immediately to EOC site and determine operational status.
- Obtain briefing from whatever sources are available.
- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
  - o Operations Section Chief
  - o Planning/Intelligence Section Chief
  - o Logistics Section Chief
  - o Finance/Administration Chief
- Determine which Management Section positions are required and ensure they are filled as soon as possible.

Liaison Officer  
Public Information Branch Coordinator  
Security Officer  
Administrative Support

EOC Coordinator  
Safety Officer  
City Hall Liaison

- Ensure that telephone and/or radio communications with Operational Area EOC are established and functioning
- Schedule the initial Action Planning meeting.
- Confer with the general staff to determine what representation is needed at the City EOC from other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the City EOC and to assist as necessary in establishing an Interagency Coordination Group

### **Operational Phase:**

- Monitor general staff activities to ensure that all appropriate actions are being taken.
- Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.
- Based on current status reports, establish initial strategic objectives for the City EOC.
- In coordination with Management Staff, prepare management function objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting. Ensure that all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed (refer to EOC Action Planning documents).
- Once the Action Plan is completed by the Planning/Intelligence Section, review, approve, and authorize its implementation.
- Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.
- Conduct periodic briefings for elected officials or their representatives.
- Formally issue local Emergency Proclamation for the City, and coordinate local government proclamation with other emergency response agencies, as appropriate. Ensure that City Council affirmation of the Proclamation is obtained within seven days, and determine the length of the first extension, usually 14 days.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

### **Demobilization Phase:**

- Authorize demobilization of sections, branches, and units when they are no longer required.
- Notify the Operational Area EOC and other appropriate organizations of the planned demobilization, as appropriate.
- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Deactivate the City EOC at the designated time, as appropriate.
- Proclaim termination of the emergency response and proceed with recovery operations.

## **EOC Coordinator (ESC)**

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

### **Responsibilities:**

1. Facilitate the overall functioning of the City of San Jose EOC.
2. Assist and serve as an advisor to the Management Section Chief and general staff as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with City emergency plans and procedures.
3. Assist the Liaison Officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.

### **Activation Phase:**

- Follow generic Activation Phase Checklist.
- Assist the Management Section Chief in determining appropriate staffing for the EOC.
- Provide assistance and information regarding section staffing to all general staff.

### **Operational Phase:**

- Assist the Management Section Chief and the general staff in developing overall strategic objectives as well as section objectives for the Action Plan.
- Advise the Management Section Chief on procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the Planning/Intelligence Section in the development, continuous updating, and execution of the EOC Action Plan.
- Provide overall procedural guidance to general staff as required.
- Provide general advice and guidance to the Management Section Chief as required.
- Ensure that all required communications are made to the Operational Area EOC.
- Ensure that all communications with appropriate emergency response agencies are established and maintained.
- Assist Management Section Chief in preparing for and conducting briefings with Management Staff, the City Council, the media, and the general public.

- Assist the Management Section Chief and Liaison Officer in establishing and maintaining an Interagency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist Liaison Officer with coordination of all EOC visits.
- Provide assistance with shift change activity as required.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.

## **Assistant Management Section Chief**

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

### **Responsibilities:**

1. Provide policy guidance for the dissemination of emergency public information.
2. Serve as the final authority for the development and approval of all disaster-related media releases for the City of San Jose, including Police and Fire.
3. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information.
4. Ensure that the PIO is coordinating with the Mayor's Director of Communications and is receiving information from the PIOs representing other affected emergency response departments within the City, as required.
5. Develop the format for press conferences, in conjunction with the Management Section Chief and the PIO.

### **Activation Phase:**

- Follow generic Activation Phase Checklist.
- Ensure that the PIO has determined staffing requirements and made required personnel assignments for the Public Information Branch as necessary.

### **Operational Phase:**

- Coordinate with the PIO to ensure that clear policy guidance from the Management Section Chief has been developed with regard to media releases.
- Ensure that the PIO keeps the Management Section Chief advised of all unusual requests for information and of all major critical or unfavorable media comments. Work with the PIO to develop Procedures or measures to improve media relations.
- Ensure that a Media Information Center has been established and publicized to the media.
- Ensure that the PIO team is obtaining information relative to public operations from the Operational Area.
- Approve all media releases, including content for Emergency Alert System (EAS) releases if available, and timely and consistent advisories and instructions for life safety, health, and assistance for the public.

- Approve plans for media briefings for members of the City Council and other assistance as necessary to facilitate their participation in media briefings and press conferences as requested by Management Section Chief.
- Ensure that file copies are maintained of all information released.
- Ensure that copies of all media releases are provided to the Management Section Chief.
- Approve final news releases and points-of-contact for follow-up stories.
- Maintain logs and files associated with your position.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.
- Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the person assigned by the Management Section Chief.
- Ensure copies of all documentation generated during the operation are submitted to the Planning/Intelligence Section.



# Administrative Support

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Assist a Section Chief or other EOC staff with taking meeting notes, creating documents, managing/filing/archiving information.
2. Assist OES staff with the creation of the final reports required by outside agencies.
3. Collect information for the Incident Action Plan during the Action Planning Briefing. Coordinate with the Planning/Intelligence Section Chief to transfer the information into the final Action Plan for each Incident Action Period.

## **Activation Phase:**

- Follow generic Activation Phase Checklist.
- Check in with the Management Section Chief and obtain your priorities and specific assignment, including the need for additional clerical staff.
- Coordinate with the Logistics Section Chief to obtain additional clerical staff if needed.
- Contact the EOC sections or branches that you may be supporting, and advise them of your availability and assigned work location in the EOC.

## **Operational Phase:**

- Assist the Management Section Chief in preparing for the first Action Planning Briefing.
- Participate in the Action Planning Briefing. Assist the Planning/Intelligence Section Chief with the development of the Action Plan document.
- Provide secretarial support to the Management Section Chief, and to other section chiefs as assigned.
- Maintain logs and files associated with your position.

## **Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.  
Assist OES staff with the creation of the final reports required by outside agencies.

## City Hall Liaison Officer

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

### **Responsibilities:**

1. Maintain a log of all communications and requests from the elected officials to the City Manager's Office related to the disaster.
2. Hold regular briefings for the Management Section Chief regarding communications and requests from elected officials, obtain direction or detailing how managed to date.
3. Keep the Management Section Chief apprised of any matters requiring his/her action/participation unrelated to the disaster.
4. Coordinate with the Management Section Chief to reschedule or find substitutes for meeting or activities planned to be held during the period that the EOC is open.
5. Ensure that demobilization is accomplished when directed by the Management Section Chief.

### **Activation Phase:**

- Follow generic Activation Phase Checklist.
- Obtain assistance for your position through the Personnel Unit in Logistics, as required.

### **Operational Phase:**

- Log City Manager's Office activities related to the disaster.
- Hold required briefings for Management Section Chief.
- Coordinate required meeting substitutes or meeting rescheduling.
- Maintain logs and files associated with your position.

### **Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.
- Assist Management Section Chief with transition back to normal City Manager's Office operations.

# Community Relations

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Ensure that special populations affected by the disaster are considered in all planning.
2. Ensure that community concerns are considered in all planning.
3. Provide a point of contact for community leaders and representatives.
4. When safe, tour the disaster area and hold on-site informal meetings with concerned residents. Include appropriate City officials in the tour team to ensure that resident concerns are addressed appropriately and rapidly. Include consideration of language and cultural communications issues in selecting the team and the sites for resident contacts.

## **Activation Phase:**

- Follow generic Activation Phase Checklist.
- Consult with Operation Section Chief and Planning/Intelligence Section Chief for briefing on potential/anticipated community impacts, community census information, and special needs issues (language, age groups, disability issues, etc.).
- Establish communications with PRNS Neighborhood Development Center to ensure the availability of staff to support neighborhood contacts, tours, and meetings.
- Consult with PIO regarding warnings that may have been issued to residents, media coverage of the anticipated events, and official statements that have been issued regarding the anticipated event, whether from elected or appointed officials or City staff.
- Request assistance from the PIO if community flyers or bulletins are needed.
- At the direction of, or in conjunction with, the Management Section Chief, coordinate with the Mayor and Councilmember of the potentially affected district. Provide them with updates on the anticipated event, and notification, mitigation, or preparedness steps that are being taken for residents, including shelter locations and/or relocation efforts.
- Contact the City EOC section or branches that are appropriate to your responsibility; advise them of your availability.

**Operational Phase:**

- Obtain current information on community impact of the event, including damaged residences, shelter populations, and special needs populations, from the Planning/Intelligence and Operations sections. Provide this information at Action Planning Briefings and to the Management Section Chief at regular intervals.
- Keep current on the general status of resources and activity associated with the community impact of the event.
- Coordinate with the PIO branch to ensure that they have timely information on community impacts, and that they are using the appropriate media outlets to reach the target resident population.
- Represent the needs of the residents at planning meetings, as appropriate, providing update briefing about community/resident activities and priorities. Coordinate closely with the Care and Shelter Branch.
- Maintain logs and files associated with your position.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.
- When demobilization is approved by the Management Section Chief, contact community members/representatives and advise them of points of contact for the completion of ongoing actions or new requirements.
- Ensure that you complete all final reports, close out your activity log and transfer any ongoing missions and/or actions to the person assigned by the Management Section Chief.

Ensure copies of all documentation generated during the operation are submitted to the Planning/Intelligence Section.

# Legal Officer

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Ensure that proper legal procedures are followed in all phases of disaster response and recovery, including disaster declaration, posting City Council ratification, emergency power exercised by the Director of Emergency Service, and requests for mutual aid and other forms of outside assistance.
2. Provide legal advice to the EOC staff

## **Action Phase:**

- Follow the generic Activation Phase Checklist.
- Check in with the Management Section Chief and determine the appropriate level of participation by the Legal Officer at the EOC. Arrange for immediate notification capabilities (pagers, cell phone) if off-site.
- Review special ordinances and laws that may govern a disaster. Ensure that appropriate legal reference materials are ready and accessible to the Legal Officer at the EOC.
- Provide legal advice, when you determine it is needed or when it is requested.

## **Operational Phase:**

- Respond to requests for legal advice and support.
- Keep current on the general status of the disaster, and anticipate steps that could be taken to lessen potential City liability. Advise the Management Section Chief of the timing and implementation of such steps.
- Provide legal advice to EOC staff, when you determine it is needed, or when it is requested.
- Advise on intergovernmental relations, including legal issues involved in notifications and requests for assistance or resources.
- Maintain logs and files associated with your position, keeping custody of all attorney/client documentation.

## **Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.
- Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the person assigned by the Management Section Chief.
- Ensure copies of all documentation generated during the operation are submitted to the Planning/Intelligence Section, except for attorney/client matters that you will retain.

# **Liaison Officer**

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Oversee all liaison activities, including coordinating outside agency representatives assigned to the City of San Jose EOC and handling requests from other EOCs for City of San Jose EOC agency representatives.
2. Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
3. Ensure that position specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan are provided to agency representatives upon check-in.
4. In conjunction with the EOC Coordinator, provide orientations for VIPs and other visitors to the EOC.
5. Ensure that demobilization is accomplished when directed by the Management Section Chief.

## **Activation Phase:**

- Follow generic Activation Phase Checklist.
- Obtain assistance for your position through the Personnel Unit in Logistics, as required.

## **Operational Phase:**

- Contact agency representatives already on-site, ensuring that they:
  - o Have signed into the EOC
  - o Understand their assigned functions
  - o Know their work locations
  - o Understand City of San Jose EOC organization and floor plan.
- Determine if additional representation is required from:
  - o Other agencies
  - o Volunteer organizations
  - o Private organizations
  - o Utility not already represented.

- In conjunction with the Management Section Chief and EOC Coordinator, establish and maintain an Interagency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist the Management Section Chief and EOC Coordinator in conducting regular briefings for the Interagency Coordination Group and with distribution of the current EOC Action Plan and Situation Report.
- Request that agency representatives maintain communications with their agencies and obtain situation status reports regularly.
- With the approval of the Management Section Chief, provide agency representatives from the City EOC to other EOCs as required and requested.
- Maintain a roster of agency representatives located at the City EOC. Roster should include assignment within the EOC (Section or Interagency Coordination Group). Roster should be distributed internally on a regular basis.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist
- Release agency representatives who are no longer required in the City EOC when authorized by the Management Section chief.



# Message Center

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Collect and distribute all written messages within the EOC, including written messages that originate outside of the EOC via phone, fax, e-mail or radio.
2. Maintain a log copy of all circulated messages.
3. Determine the correct recipient for all messages originating outside of the EOC and lacking a position or individual name for delivery. Return to sender all internal EOC messages without proper delivery directions.
4. Deliver the appropriate copies of all EOC message forms to the Planning/Intelligence and Operations Chiefs.

## **Activation Phase:**

- Follow generic Activation Phase Checklist.
- Check in with the EOC Coordinator and obtain your priorities and specific assignment, including the need for additional message center staff.
- Coordinate with the Logistics Section Chief to obtain additional message center staff if needed.
- Contact the EOC sections or branches that you may be supporting, and advise them of your availability and assigned work location in the EOC.
- Set up the message center table and materials in the Operations Section of the EOC.

## **Operational Phase:**

- Distribute messages to addressee, and copies to appropriate section chiefs.
- Obtain missing addressee information for internal EOC written messages, or determine appropriate recipient for written messages originating outside of the EOC and received without appropriate addressee information.
- Maintain a chronological file of all Message Center copies of written messages.
- Maintain logs and files associated with your position.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.
- Provide chronological message files to OES staff to assist with the creation of the final reports required by outside agencies.

## **Public Information Branch**

During a disaster:

- The general public will need, and has the right to accurate, timely public information.
- Local media will play a crucial role in the dissemination of public information.
- Telephone communications may be severely compromised or nonexistent.
- Radio and television stations without backup power, or those not protected against Electromagnetic Pulse (EMP) may be unable to broadcast.

### **CONCEPT OF OPERATIONS**

The designated Public Information Officer (PIO) for the City of San José is the Public Education and Community Outreach Manager. In this capacity, the PIO will be supported by the PIO's from Airport, Environmental Services, Fire, Housing, Library, Parks Recreation and Cultural Services, Planning, Building and Code Enforcement, Police and Transportation. These individuals may also act as PIO in the order listed in the event that the PIO is unable to serve.

Media representatives, as well as all government agencies, should be advised that the single official point of contact for the media during an emergency is the PIO.

Agreements with the information media relative to the dissemination of emergency public information (EPI) should be negotiated and finalized, pre-event, if possible. Generally, EPI will be disseminated to the public via press, radio, and television. A media center will be designated by the PIO, and press conferences will be conducted by the PIO at this location on a regular basis.

### **COMMUNICATIONS**

Circumstances permitting, the PIO should arrange for public information telephone access as follows in the EOC:

- Minimum of three lines for media inquiry
- Minimum of one outgoing, unlisted line, not in rotary, for exclusive use of the PIO

The basic service for outgoing calls is in the Direction and Control Room. The additional phones may be available through the Dispatch Training Room. In the event telephone service is not available, RACES volunteers will support the PIO in dissemination of emergency public information.

## **DUTIES AND RESPONSIBILITIES**

Duties and responsibilities of the PIO include, but are not necessarily limited to:

- Preparing, in coordination with OES and City departments in advance, EPI materials that address survival tips for all hazards, including nuclear attack.
- Tasking response organizations to coordinate with the PIO office, and to clear media releases with the Assistant City Manager prior to releasing information to the media for public consumption.
- Preparing of materials that describe the health risks, the appropriate self-help or first aid actions, and other appropriate survival measures for the current emergency.
- Preparing of EPI materials for the vulnerable populations and non-English speaking groups
- Preparing of instructions for people who must evacuate from a high-risk area. Elements that should be addressed include: definition of the population at risk, evacuation routes, suggestions on the types and quantities of clothing, food, medical items, etc., evacuees should take with them, locations of reception areas/shelters, and safe travel routes for return to residence.
- Preparing of instructions that identify centrally located staging areas and pickup points for evacuees without private automobiles or other means of transportation.
- Preparing of instructions for evacuee's use upon arrival in a hosting area which shows the location of reception centers, shelters and lodging, feeding facilities, and medical clinics.
- Referring inquiries on the status of evacuees to the Care and Shelter liaison or the American Red Cross representative. Disaster Welfare Inquiry (DWI) services usually requires up to 48 hours to establish and are a responsibility of the Red Cross.
  - Preparing EPI materials relative to support services available and damaged/restricted areas.
  - Establishing and implementing a rumor control procedure.
  - Coordinating with state, federal, and private sector agencies to obtain technical information relative to health risks, weather, etc.

## **MEDIA ACCESS**

Access to disaster areas by accredited reporters is guaranteed, with certain exceptions, by Section 409.5 of the California Penal Code. The California Peace Officers Association suggests, "In general, authorized members of the news media are to be permitted free movement in the area as long as they do not hamper, deter, or interfere with the law enforcement or public safety functions." If access restrictions for the media are unavoidable, a pool system may be established. Under this system, a

representative of each medium would be selected and escorted into the restricted area. Information, photos, and film footage would be shared with other media representatives.

# Public Information Officer

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## Responsibilities:

1. Supervise the Public Information Branch, which is staffed by the City PIOs functioning in a Joint Information Center (JIC) management system to coordinate information before its release to the public and the news media.
2. Serve as the coordination point for all media releases for the City of San Jose. Represent the City as the lead Public Information Officer.
3. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information.
4. Coordinate media releases with the Assistant Management Section Chief (Asst. MSC) and with Public Information Officers representing other affected emergency response agencies within the Operational Area as required.
5. Coordinate with Mayor's Director of Communication.
6. Develop the format for press conferences in conjunction with the Management Section Chief and the Assistant Management Section Chief.
7. Monitor broadcast and print media to ensure accurate and complete information through follow-up contacts.

## Activation Phase:

- Report to the EOC when requested.
- Determine staffing requirements and make required personnel assignments for the Public Information Branch as necessary.

## Operational Phase:

- Obtain policy guidance from the Asst. MSC with regard to media releases.
- Keep the Asst MSC advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.

- Coordinate with the Situation Status Unit and identify method for obtaining and verifying significant information as it is developed.
- Develop and publish a media-briefing schedule, including location, format, and preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- Establish a Media Center, as required, ensuring that there are necessary space, materials, telephones, and electrical power. Post hard copies of releases and update status boards and other references. Provide adequate staff to answer media questions.
- Interact with other City EOCs as well as Operational Area EOC PIOs and obtain information relative to public information operations.
- Develop content for Emergency Alert System (EAS) releases if available. Monitor EAS releases as necessary.
- In coordination with other EOC sections and as approved by the Asst. MSC, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.
- Coordinate with the Call Center (277-4000) to ensure that they have accurate information to share with the callers regarding the emergency situation.
- At the request of the Management Section Chief, prepare media briefings for members of the City Council and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- Ensure that a rumor control function is established to correct false or erroneous information.
- Ensure that adequate staff is available at incident sites to coordinate with the media and conduct tours of the disaster area, if safe.
- Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- Prepare, update, and distribute to the public via the media, the City website, and other appropriate means, a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies and health services.
- Ensure that announcements, emergency information and materials are translated and prepared for vulnerable populations, including non-English speaking and hearing impaired.
- Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- Ensure that file copies are maintained of all information released.

- Provide copies of all media releases to the Asst. MSC.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of point-of-contact for follow-up stories.

**Demobilizations Phase:**

- Follow generic Demobilization Phase Checklist.



# **Rumor Control Unit Leader**

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Provide staffing for rumor control telephone bank and media monitoring.
2. Establish a “Disaster Hotline” (277-HELP) with an up-to-date recorded message.
3. Supervise the Rumor Control Unit.

## **Activation Phase:**

- Report to the EOC when directed.
- Follow Generic Checklist

## **Operational Phase:**

- Obtain “confirmed” disaster information
- Correct rumors by providing factual information based on confirmed data.
- Establish a “Disaster Hotline” recorded message and provide updated message information periodically.
- Notify the Public Information Officer when the “Disaster Hotline” should be staffed with operators.
- When appropriate, operate a telephone bank for receiving incoming inquiries from the general public.
- Refer inquiries from members of the media to the lead Public Information Officer or designated staff.

## **Demobilization Phase:**

Follow generic Demobilization Phase Checklist.

## RESPONSE TO A MAJOR EARTHQUAKE

### SAMPLE RADIO MESSAGE

#### UPDATE ON EARTHQUAKE

This is \_\_\_\_\_ at the \_\_\_\_\_. The magnitude of the earthquake which struck the \_\_\_\_\_ area at \_\_\_\_\_ today has been determined to be \_\_\_\_\_ on the Richter scale. The epicenter has been fixed at \_\_\_\_\_ by \_\_\_\_\_.  
(scientific authority)

This office has received reports of \_\_\_\_\_ deaths, \_\_\_\_\_ injuries, and \_\_\_\_\_ homes damaged. No dollar damage figure is yet available. Police and fire units are on the scene to assist residents. (Continue with summary of situation.)

Aftershocks continue to be felt in the area. If you feel shaking, quickly seek shelter under a sturdy piece of furniture or in a supporting doorway. Do not use your telephone unless you need emergency help.

## RESPONSE TO A MAJOR EARTHQUAKE

### SUMMARY STATEMENT FOR MEDIA

At approximately \_\_\_\_\_ today, an earthquake registering \_\_\_\_\_ on the Richter scale struck the \_\_\_\_\_ area, with its epicenter at \_\_\_\_\_. Fire and police units were immediately dispatched to assess injuries and damage. (Indicate injuries, deaths, property damage, fires, etc., reported to date.)

\_\_\_\_\_ aftershocks were felt, the largest occurring at \_\_\_\_\_. No additional  
(time)

damage was reported (or specify damage). Over \_\_\_\_\_ response Employee Services from police and fire agencies were called into action, and the staff of the County/City Office of Emergency Services were put on emergency status. The Red Cross opened shelters at \_\_\_\_\_ for persons unable to remain in their homes and reported lodging and feeding over \_\_\_\_\_ persons. At \_\_\_\_\_ on \_\_\_\_\_, the County Board of  
(time) (date)

Supervisors/City Council proclaimed the existence of a **LOCAL EMERGENCY** and requested that the Governor proclaim a **STATE OF EMERGENCY**. The Board/Council also asked the Governor to request the President to declare a Major Disaster/Emergency. Damage to private and public buildings has been estimated to exceed \$\_\_\_\_\_.

## **RESPONSE TO A HAZARDOUS MATERIAL INCIDENT**

### **SAMPLE RADIO MESSAGE: UNIDENTIFIED SPILL/RELEASE IN HEAVY TRAFFIC AREA**

This is \_\_\_\_\_ at the \_\_\_\_\_. An unidentified substance which may be hazardous has been spilled/released at \_\_\_\_\_ (specific location). Please avoid the area, if possible, while crews are responding. The best alternate routes are \_\_\_\_\_. If you are already in the area, please be patient and follow directions of emergency response Employee Services. The substance will be evaluated by specially trained Employee Services, and further information will be released as soon as possible. Thank you for your cooperation.

**SAMPLE RADIO MESSAGE:     LOW HAZARD/CONFINED SPILL/RELEASE**

**NO GENERAL EVACUATION**

This is \_\_\_\_\_ at the \_\_\_\_\_. A small amount of \_\_\_\_\_, a hazardous substance, has been spilled/released at \_\_\_\_\_. Streets are blocked, traffic is restricted, and authorities have asked residents in the immediate block area to evacuate. Please avoid the area. The material is slightly/highly toxic to humans and can cause the following symptoms: \_\_\_\_\_.

If you think you may have come in contact with this material, you should: \_\_\_\_\_  
\_\_\_\_\_. For your safety, please  
(give health instructions and headline number, if available)

Avoid the area if at all possible. Alternate routes are \_\_\_\_\_ and traffic is being diverted. If you are now near the spill/release area, please follow directions of emergency response Employee Services. Cleanup crews are on the scene. Thank you for your cooperation.

## RESPONSE TO A HAZARDOUS MATERIAL INCIDENT

### SAMPLE SUMMARY STATEMENT FOR MEDIA (ADAPT FOR SITUATION)

At approximately \_\_\_\_\_ a.m./p.m. today, a spill/release of a potentially hazardous substance was reported to this office by (a citizen, employee, etc.). (Police, fire) units were immediately dispatched to cordon off the area and direct traffic. The material was later determined to be \_\_\_\_\_. A \_\_\_\_\_  
(describe) (hazardous/harmless)  
\_\_\_\_\_ which upon contact, may produce  
(chemical/substance/material/gas)  
symptoms of \_\_\_\_\_.

Precautionary evacuation of the \_\_\_\_\_ area surrounding the spill was  
(immediate/X-block)  
\_\_\_\_\_ by \_\_\_\_\_. Approximately \_\_\_\_\_ persons  
(requested/required) (Agency) (number)

were evacuated. Clean-up crews from \_\_\_\_\_ were dispatched to the scene  
(Agency/Company)

and normal traffic had resumed by \_\_\_\_\_, at which time residents were allowed to return  
(time)

to their homes. There were no injuries reported OR \_\_\_\_\_ persons, including  
(all, number)

\_\_\_\_\_ Employee Services, were treated at area hospitals for \_\_\_\_\_ and  
(Fire, police) (specific if known)

and \_\_\_\_\_ were later released. Those remaining in the hospital are in \_\_\_\_\_  
(all, number)

condition. Response agencies involved were \_\_\_\_\_.

# Safety Officer

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Ensure that all buildings and other facilities used in support of the San Jose EOC are in a safe operating condition.
2. Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner considering the existing situation and conditions.
3. Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the Management Section Chief of actions taken.

## **Activation Phase:**

- Follow generic Activation Phase Checklist.

## **Operational Phase:**

- Tour the entire EOC facility and evaluate conditions. Advise the Management Section Chief of any conditions and actions which might result in liability (unsafe layout or equipment set-up, etc.).
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility, and take action when necessary.
- Prepare and present safety briefings for the Management Section Chief and General Staff at appropriate meetings.
- If the event which caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershock.
- Ensure that the EOC facility is free from any environmental threats, e.g., radiation exposure, air purity, water quality, etc.
- Keep the Management Section Chief advised of unsafe conditions, take action when necessary.
- Coordinate with the Financial/Administrative Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

- Ensure that shift change is established and staffing notifications are made well in advance of the assigned reporting time; coordinate with Section Chiefs and Personnel Unit to ensure that adequate staff with appropriate training are available.
- Coordinate with the Logistics Section Chief to ensure that adequate and appropriate food and beverages are available for EOC staff.
- Monitor EOC staff for stress or psychological issues and obtain appropriate support from the Personnel Section – e.g., on-site counseling, early relief, etc.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.



# Security Officer

**\*\*\*\*Read This Entire Position Checklist Before Taking Action\*\*\*\***

## **Responsibilities:**

1. Provide 24-hour security for the City of San Jose EOC
2. Control personnel access to the City of San Jose EOC in accordance with policies established by the Management Section Chief.

## **Activation Phase:**

- Follow the generic Activation Phase Checklist.

## **Operational Phase:**

- Determine the current EOC security requirements and arrange for staffing as needed.
- Determine needs for special access to EOC facilities.
- Provide executive and V.I.P. security as appropriate and required.
- Provide recommendations as appropriate to Management Section Chief.
- Prepare and present security briefings for the Management Section Chief and general staff at appropriate meetings.

## **Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.